



ST. CHARLES PARISH

DEPARTMENT OF COMMUNITY SERVICES

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V.J. ST. PIERRE, JR.
PARISH PRESIDENT

JOAN T. DIAZ, MPA
DIRECTOR

TO: V. J. St. Pierre, Parish President

FROM: Joan Diaz, Director of Community Services 

SUBJECT: 2011 Annual Report

Executive Summary

The Department of Community Services is committed to the development and delivery of quality programs and supportive services to low income and struggling families and individuals throughout St. Charles Parish through a comprehensive service delivery system that protects the dignity and potential of every person.

In collaboration with our community partners we provide programs and services that serve as a safety net for struggling families throughout St. Charles Parish as we respond to the needs of residents to alleviate pain and suffering, improve the quality of life, to offer options for change, and to break the cycle of poverty.

Our mission is rooted in service to the community and is characterized by programs and services that are responsive to the needs identified through a comprehensive intake and assessment process.

To accomplish these goals, the department has implemented the following initiatives during the 2011 fiscal year:

Intake Process

In an effort to improve the effectiveness of the parish social service delivery system, the Department of Community Services implemented a **comprehensive intake and assessment process** to identify client needs. The data collected through the intake process helps to link clients with the resources needed, identify gaps in services and establish priorities for future planning. **Intake data from January – December, 2011 indicated that 1,291 citizens from St. Charles Parish applied for some type of assistance through the main office.** This included

requests for assistance with utilities; rent or mortgage; food and emergency shelter; assistance with prescriptions and requests for help locating a resource/referral for other types of emergency assistance in the broader social service community.

Community Partnerships

In an effort to expand our capacity to respond to the needs of clients, the department began cultivating partnerships with other community based organizations in order to develop a coordinated service delivery system. This includes the development or **expansion of partnerships** with local, state and national nonprofit and public service organizations to include the following:

- Volunteers of America to build ramps for elderly and disabled residents
- Shared resources and referral of clients to the St. Anthony Outreach Center, Alpha Daughters of Zion, St. Charles Borromeo St. Vincent DePaul Society; Catholic Charities Money Matters Program; and St. Charles Parish Social Concerns.
- Working in partnership with the St. Charles Parish Housing Authority to secure affordable housing for homeless clients.
- Partnership with the City of Kenner to implement the Homeless Prevention Rapid Re-housing program for St. Charles Parish clients.
- A partnership with Kingsley House to provide crisis counseling to clients served through the department's Lifeskills program.
- Working with Second Harvest to provide snacks to youth in the St. Rose Community Center after school program.
- The establishment of a Second Harvest Food Bank at the Department of Community Services.
- A partnership with the State of Louisiana Department of Children and Family Services to serve as a silver level partner site to assist clients with applying for state programs.
- Partnership with COX cable to provide senior discounts on cable services.

St. Rose Community Center

In an effort to provide a safe haven and supportive services to residents of the Preston Hollow subdivision and surrounding area, the department launched a variety of informal educational activities at the St. Rose Community Center. Major programs and services offered at the center during 2011 included:

- **After school activity center program** midweek during the school year in order to provide a safe haven for youth in the community from 3:00 p.m. – 6:00p.m.. Activities include homework help, snacks, and specialized programs in partnership with community organizations, supervised free play and structured activities.
- The department developed a **monthly calendar of activities** appealing to a variety of clients that included:
 - Computer skills classes and access to the computer lab
 - **GED Prep** course to assist high school drop outs with the basic skills to prepare them to enter into a GED program
 - Fall gardening/literacy program
 - Specialized program in partnership with the local library
 - Seasonal crafts

- Holiday Cooking with youth to include pizza making, fudge and holiday desserts.
- In 2011, the department launched a ***Summer Enrichment Program*** for youth in the St. Rose area that included daily structured activities and field trips to the zoo, Louisiana Nature Center, the New Orleans Museum of Art and Bayou Segnette State Park wave pool.

Emergency Assistance

As a safety net for struggling families, the department provides emergency assistance with utility bills, rent/mortgage, food and medicine and emergency shelter to qualified low income families and elderly residents.

- Low Income Home Energy Assistance Program (LIHEAP) and Share the Warmth emergency program (ATMOS) funds used to assist with utility bills.
- Provided temporary assistance during an emergency to fire victims, clients needing medicine, recently unemployed and assistance with temporary family crisis.
- Food assistance through the department food bank and Thanksgiving baskets.

Client Education

In an effort to help clients build self sufficiency, the department launched a nationally recognized evidence based lifeskills program in 2011 called ***Tackling the Tough Skills***. Staff were trained to implement this program with clients through group sessions that are focused on assisting them with the development of life management and job readiness skills. **Thirty one clients participated in the lifeskills program.**

H.O.M.E Program

HUD program is designed to assist low income and elderly homeowners with home repairs. Applicants must be qualified under HUD guidelines. The department worked through a consortium with Jefferson Parish to improve the approval process in order to expedite applications for home repairs under this funding stream.

Emergency Home Repair Program

Program provides support for emergency home repairs for elderly, low income and single head of household. Repairs are limited to \$5,000. The department worked to supplement this program through the use of volunteers and to secure future matching funds from private partners.

Weatherization Program

The department provides minor energy conservation repairs provided to low income families. This can include air sealing, weather stripping, attic insulation etc. Income and participation guidelines are established by federal and state funding agencies. 2011 allocation was funded through a special ARRA weatherization grant.

2011 Major Accomplishments

During 2011, the Department of Community Services continued to provide innovative programs and assistance that compassionately served low-income, elderly, handicapped, and other disadvantaged residents of St. Charles Parish. With the funding sources of Community Services

Block Grant, Department of Education, Emergency Food and Shelter National Board Program, Department of the Treasury, Atmos Energy, Louisiana Association of Community Action Partnership, Inc., Louisiana Housing Finance Agency, HUD and St. Charles Parish Council, the department's 2011 budget was a total one million, eight hundred fourteen thousand, four hundred fifty nine dollars (1,814,459.00). These funds were used to provide the following services; Low-Income Home Energy Assistance Program (LIHEAP), Emergency Assistance Program (EAP), Emergency Food and Shelter Program (EFSP), Summer Food Service Program (SFSP), H.O.M.E. Program (HP), Weatherization Assistance Program (WAP), Medicaid Program (MP), Health & Safety Rehabilitation (HSR), St. Rose Community Center, and Information & Referral Services (I&R). A brief description and summary of the services provided for each program is shown below.

ENERGY ASSISTANCE PROGRAM (EAP): During 2011, 3,087 low-income residents were directly impacted with energy assistance. DCS processed one thousand six (**1,006**) **applications** and disbursed LIHEAP grant funds to provide utility assistance totaling **\$405,699.94**. These payments were made directly to the utility company as a credit to the client's account.

EMERGENCY ASSISTANCE PROGRAM (EAP): Parish funds were leveraged to assist residents experiencing an emergency financial crisis. **Ninety four (94) clients were assisted through emergency funds.** The breakdown is as follows: 18 applicants receive assistance with their electric bill, one client received assistance with their gas bill, and 38 clients received help with their water bill, 14 prescription application, 3 grocery applications and 3 rent applications and 17 shelter applications.. A total of eleven thousand seven hundred one dollars (**\$ 11,701**) was expended for direct emergency assistance.

In addition, **105 clients were given food** from the onsite Second Harvest Food Bank and 30 clients received food from the department food pantry. **Fifteen (15) clients were processed for rent assistance** through the Homeless Prevention Rapid Rehousing Program. **Sixteen (16) fire victims** were assisted with food, clothing and/or shelter, 2 clients were given pharmacy cards and three clients were provided with basic counseling services.

SUMMER FOOD SERVICE PROGRAM (SFSP): The Summer Food Service Program for 2011 was held from June 6 thru July 14, 2011. Reimbursements for six thousand one hundred eighty five (**6,185**) **meals** were received from the state. Meals were served to handicapped children over 18 enrolled in an accredited state program as well as all children under the age of 18 residing in the parish. Lunch was served at two (2) sites on the west bank and one (1) site on the east bank. Twenty thousand three hundred sixty four dollars and ninety cents (\$20,364.11) was reimbursed to the St. Charles Parish School Board for bus and facility rentals, and utilities. Total expenditures for the 2011 Summer Food Program was Sixty eight thousand two hundred ninety six dollars (**\$68,296.60**), **a reduction of \$13,427 over the previous year.**

H.O.M.E. PROGRAM (HP)

The HUD HOME program is implemented by the Department of Community Services through a cooperative effort with Jefferson Parish Community Development. The program allows for up to \$40,000 in home renovations to qualified homeowners in St. Charles Parish. **Six (6) projects**

were completed in 2011 with an additional seven (7) houses qualifying for this program. A total of \$353,113.10 was drawn down from available HUD grant funds for these projects.

REPAIRS ON WHEELS (ROW): Thanks to the United Way Agency of St Charles a \$25,000 grant was awarded to the Volunteers of America of Greater New Orleans to build handicap ramps for citizens of St. Charles Parish. Volunteers of America of Greater New Orleans worked in partnership with the department to identify disabled residents for the Repairs on Wheels program. **Nine (9) handicap ramps were built under this program in 2011.**

HEALTH AND SAFETY PROGRAM (H&SP): **Twenty five (27) households were assisted through the Health and Safety program.** Assistance included distribution of fans, air conditioners, heaters, trailer repairs, one roof and the replacement of one central unit. A grant was received from United Way of St. Charles to supplement the funding for this program. In addition, one home was renovated in partnership with Projects with Purpose a local nonprofit group that coordinated volunteers from IMTT for a day of service. A total of **\$12,712, 00 was expended** for direct assistance through this program.

WEATHERIZATION ASSISTANCE PROGRAM (WAP): **Thirty one (31) homes were weatherized** through our department Weatherization program during 2011. Project Recovery ARRA Weatherization Program funds were used to fund these projects. Energy saving materials such as blow-in cellulose insulation, weather-stripping, caulking, door sweeps, ridge vents, window and door insulation materials, as well as services to the a/c units and hot water heaters were provided. Total expenditures for weatherization services were **\$140,125.54.**

ST. ROSE COMMUNITY CENTER: . Intake data indicated that **1,818 individuals signed into the center before 2:30 p.m. and 1,429 youth signed in to participate in after school activities.** A total of **3,096 snacks were distributed to youth** participating in various programs throughout 2011. Educational, recreational, and community-oriented services were provided through the center throughout the year. Major programs and projects included Black History activities, literacy and gardening, movie day, Summer Food Services Program, neighborhood beautification projects. Structured afterschool activities were provided Tuesday through Thursday utilizing a drop in center model with extended hours on those days. Weekly and seasonal services included homework help, art, and reading, computer classes for seniors, and snacks for youth participating in all programs. **An average of 30 youth per day participated in the new Summer Enrichment program.**

THANKSGIVING BASKETS: Community partners and parish employees donated to our annual Thanksgiving basket drive. Donations were made in the form of checks, cash, gift cards, and turkeys. A special grant was received from Walmart community foundation to support food distribution and thanksgiving baskets. A total of \$1,650 was collected to purchase food for this initiative. Dow Chemical gave an additional 25 baskets for distribution. A total of one hundred fifty **(150) baskets were distributed** to residents of St. Charles Parish.

TOY GIVE AWAY: A toy give away in partnership with the U.S. Marine Corps Reserve Toys for Tots was held December 18 at the American Legion Hall in St. Rose. **Over 350 toys** were distributed to youth from needy families. In addition The Department of Community Services

received a truck load of toys from Catholic Charities for distribution through the St. Rose Community Center and the Arterbury building.

INFORMATION AND REFERRAL SERVICES (I&R): Brokering and linking clients to other services is a great majority of the case management service offered in the department. Therefore, when the applicant or client was either ineligible for any of the services and /or where additional assistance was needed, referrals were made. DCS provided over one thousand, four hundred fifty nine **(1,459) referrals**. Referrals were made to other social service agencies within and outside of the parish, including: Social Concerns, Office of Family Services, St. Charles Health Unit, Red Cross, Council on Aging, Social Security, Veterans Administration as well as churches, and other various parish offices.

Department of Community Services

Year-End Report: 2011

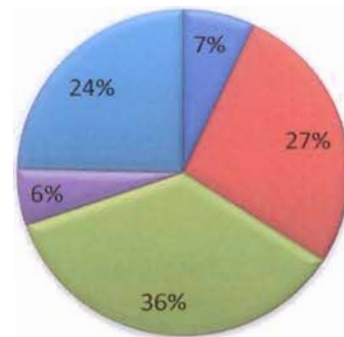


■ Previous Clients
■ First Time Clients

Zero (1,291) clients applied for assistance.

Zero (993) clients had been here before. (77%)
Zero (298) clients had not been here before. (23%)

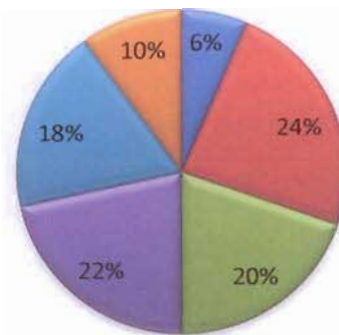
Education	0-8th	9-12th	H/S Grad	GED	College
January	16	45	52	7	39
February	9	42	64	12	42
March	14	32	47	12	29
April	5	29	29	4	35
May	8	42	39	7	32
June	9	47	67	12	54
July	5	24	22	1	16
August	9	41	48	7	24
September	11	19	54	7	29
October	0	9	10	0	7
November	1	9	17	2	5
December	2	8	8	1	3
TOTAL	89	347	457	72	315



■ 0-8th
■ 9-12th
■ H/S Grad
■ G.E.D
■ College

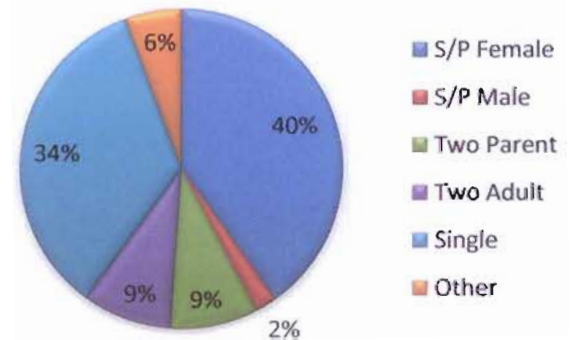
**Information for eleven (11) clients was unavailable.

Age Range	18-25	26-35	36-45	46-55	56-69	70+
January	10	38	21	41	33	10
February	5	40	37	34	36	23
March	13	22	24	26	29	20
April	7	19	22	28	21	6
May	9	37	22	30	22	8
June	22	61	43	21	26	16
July	8	19	15	17	10	1
August	4	27	24	27	21	27
September	4	25	25	34	22	10
October	1	4	7	9	5	2
November	1	11	9	6	4	3
December	0	4	4	6	8	3
TOTAL	84	307	253	279	237	129

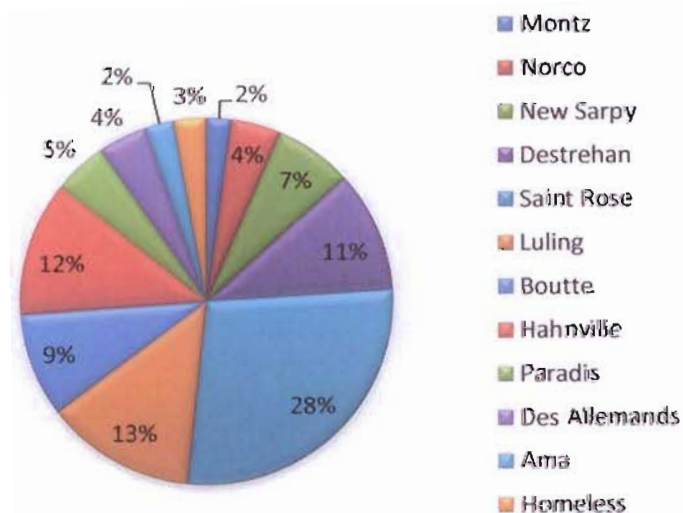


■ 18-25
■ 26-35
■ 36-45
■ 46-55
■ 56-69
■ 70+

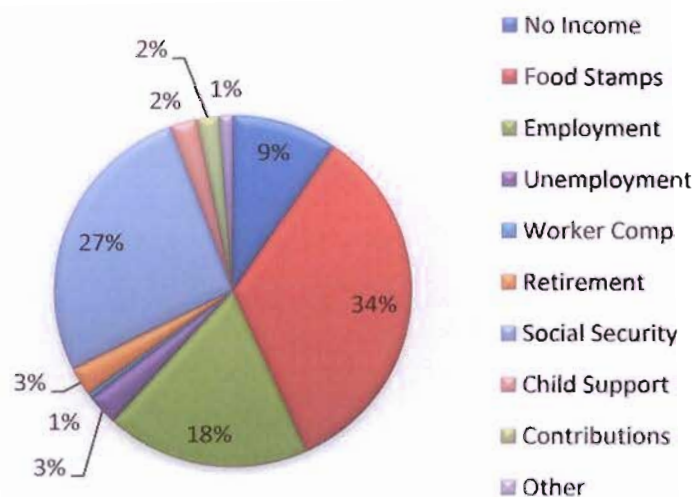
<i>Fam. Type</i>	S/P F	S/P M	Two P	Two A	Single	Other
January	69	3	16	11	53	7
February	68	6	16	14	58	7
March	53	1	11	10	56	4
April	35	2	7	13	41	5
May	55	3	7	10	44	9
June	91	1	20	13	57	7
July	33	2	6	5	17	7
August	50	5	7	13	46	9
September	40	2	13	13	46	6
October	7	1	4	3	11	2
November	10	1	6	7	4	6
December	7	1	0	3	10	4
TOTAL	518	28	113	115	443	73



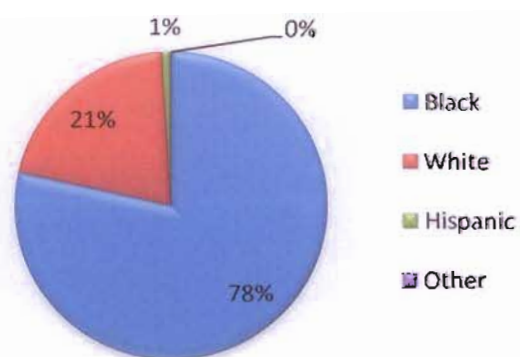
<i>Area</i>	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
70068	3	4	3	2	4	2	1	4	3	1	1	0	28
70079	8	6	9	1	6	8	4	4	6	1	3	0	56
70078	14	17	7	6	4	12	3	3	10	4	2	5	87
70047	14	19	7	9	15	30	8	14	8	3	9	2	138
70087	37	43	29	34	33	55	16	60	27	7	8	7	356
70070	29	24	18	12	16	25	9	8	15	6	4	2	168
70039	1	3	13	14	25	21	10	8	16	0	1	6	118
70057	18	18	28	14	11	17	10	15	20	0	1	1	153
70080	25	21	4	1	1	1	0	2	5	0	0	0	60
70030	1	4	9	8	10	10	2	3	5	1	2	0	55
70031	8	7	4	0	2	7	2	1	1	0	0	0	32
HMLSS	0	1	4	1	2	2	5	7	4	5	3	2	36



<i>Income</i>	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	<i>TOTAL</i>
None	30	16	17	16	24	35	12	14	15	8	9	3	199
F/S	104	90	75	61	62	115	35	55	66	16	22	7	708
Empl.	38	54	43	33	33	60	28	39	41	9	6	3	387
Unempl.	2	3	4	5	15	16	3	4	3	2	2	0	59
Wk Cmp	3	0	0	1	0	3	0	1	2	0	0	1	11
Retire.	7	5	10	3	2	6	2	11	4	1	2	2	55
S/S	72	83	69	42	50	62	25	62	53	12	13	16	559
Ch. Spt.	7	7	4	5	6	11	1	3	2	1	4	1	52
Cont.	7	8	3	2	6	4	4	2	6	0	0	0	42
Other	4	5	2	5	5	1	1	0	2	1	0	1	27



<i>Ethnicity</i>	Black	White	Hisp	Other
January	128	28	4	0
February	134	27	0	0
March	103	31	0	0
April	84	16	3	0
May	112	14	1	1
June	151	36	1	0
July	50	19	1	0
August	107	22	0	1
September	88	32	0	0
October	16	12	0	0
November	18	16	0	0
December	14	10	1	0
<i>TOTAL</i>	1,005	263	11	2



Of 1,291 clients that applied for assistance in 2011:

1,048 clients asked for help with a light bill,
110 clients asked for help with a gas bill,
129 clients asked for help with a water bill
133 clients asked for help with paying rent/mortgage,
22 clients asked for help with prescriptions,
134 clients asked for food,
12 clients asked for shelter,
16 clients were fire victims,
2 clients asked for heaters due to the cold weather,
14 clients asked for fans due to hot weather,
6 clients inquired about the Weatherization Program,
3 clients inquired about the HOME Program,
2 clients inquired about Legal Aid,
4 clients asked to apply for Food Stamps,
3 clients asked about Job Readiness Classes,
1 client asked about Parenting Classes,
1 client asked about applying for Medicaid,
1 client inquired about transportation,
1 client asked for help paying medical bills,
1 client asked for help paying tuition fees,
2 clients asked for help paying a cable bill,
2 clients asked for clothes,
1 client asked for diapers,
3 clients asked for baby food / formula,
1 client inquired about cheaper apartment complexes,
1 client inquired about where to obtain Dental Insurance,
1 client inquired about where to obtain appliances,
1 client inquired about a safe house to flee
domestic violence.

1,006 clients were assisted through LIHEAP,
94 clients were assisted through Emergency Funds,
(18 light bill applications,
1 gas bill application,
38 water bill applications,
14 prescription applications,
17 shelter applications,
3 grocery applications
3 rent applications.)
105 clients were given food from the Second Harvest Food
Bank.
30 clients were given food from the in-office Food Bank,
15 applications were finished and brought to Kenner City
for HPRP Assistance,
16 fire victims were assisted with food, clothes and/ or
shelter,
2 clients were given Pharmacy Cards
2 clients were given heaters,
16 clients were given fans,
2 clients were given A/C Units through a Valero Sub-Grant,
1 client was given mortgage counseling,
1 client was assisted in filling out a housing application,
1 client received help with understanding a Citizenship
Letter.

***The office could not assist 36 clients due to
15 clients being over the income guidelines,
17 clients never returning with applications and /or
proper documentation,
4 clients did not qualify for assistance.*